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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/796,400	03/09/2004	Hisao M. Chang	1033-LB1031	9036

60533 7590 05/30/2006

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AUSTIN, TX 78746

EXAMINER
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PATEL, HEMANT SHANTILAL

ART UNIT	PAPER NUMBER
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2614

DATE MAILED: 05/30/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	10/796,400	CHANG, HISAO M.	
	<b>Examiner</b>	<b>Art Unit</b>	
	Hemant Patel	2614	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 21 March 2006.
- 2a) ☒ This action is **FINAL**.                      2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1-13 and 31-34 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-13 and 31-34 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- |   |   |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)             | 4) <input type="checkbox"/> Interview Summary (PTO-413)                     |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)    | Paper No(s)/Mail Date. _____  |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| Paper No(s)/Mail Date _____   | 6) <input type="checkbox"/> Other: _____                                    |

### **DETAILED ACTION**

1. The Applicant response dated March 21, 2006 to an Office Action dated January 11, 2006 is entered. Claims 1-13, 31-34 are pending in this application.

### ***Response to Amendment***

2. Applicant's arguments with respect to claims 1-13, 31-34 have been considered but are moot in view of the new ground(s) of rejection. The rejections are necessitated by amendments and new claims.

### ***Claim Rejections - 35 USC § 103***

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

4. Claims 1-13, 31-34 are rejected under 35 U.S.C. 103(a) as being unpatentable over Keung (US Patent No. 6,956,848 B1), and further in view of Crockett (US Patent Application Publication No. 2004/0141596 A1), and further in view of Roberts (US Patent No. 6,999,930 B1).

***Regarding claims 1, 32,*** Keung teaches of a system of a network based auto-attendant system with a provider network using enterprise voice directory (col. 15, ll. 1, hear a company directory; col. 16, ll. 12-13, hearing a directory of individuals or workgroups) inherently suggesting the use of directory grammar (col. 16, 64-67,

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recognizing the spoken name to determine any person or department by the spoken name; col. 18, ll. 13-14, recognize spoken words to determine the party desired and then call that party); and a media gateway (Fig. 1, item 2) integrated in to the system having a telephony interface connecting to phone lines and telephone trunks and a data interface connecting to Ethernet network.

Keung does not specifically teach of receiving data from remote system and process it for use by voice directory or grammar.

However, in the same field of endeavor, Crockett teaches of data connector receiving and processing the received data (Paragraph 0089, CORBA; Paragraph 0163, intelligent peripheral translating information into standardized protocol) for an external database that includes directory name/number data for SCP providing various services (Paragraph 0089).

It would have been obvious for a person of ordinary skill in the art at the time the invention was made to modify Keung with data connector to receive and process data to store in a database for use by service provider i.e.SCP as taught by Crockett in order to immediately implement the updated service to be provided to the caller as desired by the web client user (Crockett Paragraph 0164).

Keung and Crockett are silent about processing the received data to construct grammars.

However, in the same field of endeavor, Roberts teaches of data connector receiving and processing the received data to construct voice grammars dynamically

(col. 8, ll. 26-49; Fig. 1, XML connection between dialog server generating DML files and backend systems).

It would have been obvious for a person of ordinary skill in the art at the time the invention was made to modify Keung and Crockett with data connector to receive and process data to construct new and updated grammars as taught by Roberts in order to provide updated grammars to ASR as grammars change automatically and incrementally in database of enterprise backend systems representing remote enterprise computing systems (col. 7, 45-48; col. 6, ll. 55-67).

**Regarding claim 2,** Keung teaches of media gateway handling calls from IP telephone using IP packets across computer network (col. 18, ll. 63-67, col. 19, ll. 11-24).

**Regarding claim 3,** Keung does not specifically teach of firewall.

However, in the same field of endeavor, Crockett teaches of connection using firewall (Fig. 1, item 61) between compatible protocol data connector at the external database (Fig. 1, item 28, Paragraph 0089) and the remote web server (Fig. 1, item 35, remote enterprise information system).

It would have been obvious for a person of ordinary skill in the art at the time the invention was made to modify Keung with a connection using firewall between data connector and the remote web server as taught by Crockett in order to provide data security to users over open public network like Internet as is well known in the art.

**Regarding claim 4,** Keung teaches of voice activated auto-attendant service that integrates functions of the session manager (col. 13, ll. 59-col. 14, ll. 13, multiple

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instances of auto-attendant sessions spawned), which responds to the enterprise voice directory (col. 17, ll. 48-51, providing telephone directory to the caller) and the voice search engine responsive to the directory of grammars (col. 17, ll. 8-9, responding to dialing by workgroup name, geographic name similar to selecting by customer service group as in the instant application Paragraph 0025).

**Regarding claim 5**, Keung teaches of voice activated auto-attendant service that also integrates the function of the voice browser (col. 16, ll. 6-col. 7, ll. 23, auto-attendant providing voice menus and responding to spoken responses, that are converted to ASCII characters, with actions).

**Regarding claim 6**, Keung does not teach of voiceXML browser.

However, in the same field of endeavor, Crockett teaches of using voice XML (VXML) server through voiceXML platform that includes a browser i.e. voiceXML browser (Paragraph 0123).

It would have been obvious for a person of ordinary skill in the art at the time the invention was made to modify Keung with the use of voiceXML platform with a browser as taught by Crockett in order to "enable efficient communication between a calling party and the PSTN" and maintaining "greater flexibility to seek and retrieve call related data from the Internet, while maintaining control of the call within the PSTN" (Crockett, Paragraph 0072).

**Regarding claims 7, 34**, Keung teaches of providing dynamic list of personal directory, workgroup directory or a geographical directory to the caller (col. 17, ll. 61-65,

this is similar to dynamic voice grammar providing names of employees in the customer service group in the instant application Paragraph 0025).

**Regarding claim 8,** Keung teaches of a processor that provides call agent functions and also incorporates media gateway with connections to telephones and computer network (Fig. 2, 3, item 90).

**Regarding claim 9,** Keung teaches of a media gateway (Fig. 1, item 2) coupled to a telephone trunk line (PSTN).

**Regarding claim 10,** Keung does not teach of data processor.

However, in the same field of endeavor, Crockett teaches of a data processor (Fig. 1, item 28) that includes directory number/name data (voice directory) and also interfaces with standard protocols (data connector). It also teaches of another data processor (Fig. 1, item 62) that builds and implements services in SCP and provides interface (data connector) (Paragraph 0089).

It would have been obvious for a person of ordinary skill in the art at the time the invention was made to modify Keung with the data processor as taught by Crockett in order to build and set up data (services) and also provide standard interface (data connection).

**Regarding claim 11,** Keung does not teach of data connector.

However, in the same field of endeavor, Crockett teaches of a data connector (Paragraph 0160, well known socket connection over TCP/IP using HTTP) coupled to the remote enterprise information system (Fig. 1, item 35, web server) that is remotely located with respect to the data connector (data connector of database Fig. 1, item 28).

It would have been obvious for a person of ordinary skill in the art at the time the invention was made to modify Keung with the data processor at the remote web server as taught by Crockett in order to provide standard ubiquitous mechanism for client data transfer.

***Regarding claim 12,*** Keung does not teach of data connector.

However, in the same field of endeavor, Crockett teaches of a second data connector (Paragraph 0160, well known socket connection over TCP/IP using HTTP) coupled to the remote enterprise information system (Fig. 1, item 28, subscriber database) via virtual private network (Fig. 1, item 50, organizations internal net i.e. intranet behind firewall separated from public network i.e. Intranet).

It would have been obvious for a person of ordinary skill in the art at the time the invention was made to modify Keung with the use of virtual private network as taught by Crockett in order to provide data security using secure private network.

***Regarding claim 13,*** Keung does not teach of secured website.

However, in the same field of endeavor, Crockett teaches of a secured website (Fig. 1, item 35, web server) coupled to the data connector (Fig. 1, item 28, standard protocol interface at subscriber database) via firewall (Fig. 1, item 61), this website (web server) also coupled to the work wide web (Fig. 1, item 60, Internet).

It would have been obvious for a person of ordinary skill in the art at the time the invention was made to modify Keung with the secured web site connected to data connector and world wide web as taught by Crockett in order to provide secure data transfer and data warehousing as is well known in the art.



**Regarding claim 31,** Keung and Crockett do not teach of second data connector coupled to the remote enterprise information system.

However, in the same field of endeavor, Roberts teaches of a second data connector coupled to the remote enterprise information system (Fig. 1, data connectors to access backend systems of various enterprise networks 118....120) wherein this second data connector is selected (col. 11, ll. 40-45, backend system requesting data in the structured query language SQL format) based on type of data source included in the remote enterprise information system (from SQL compatible database source), wherein the second data connector convert data to a format compatible with the voice activated service (XML data in backend system and it is compatible VoiceXML used by voice activated service).

It would have been obvious for a person of ordinary skill in the art at the time the invention was made to modify Keung and Crockett to use second data connector compatible to other dispersed enterprise systems as taught by Roberts in order to be able to retrieve integrated data on a per user basis using SQL query which can be customized per user as is well known in the art.

**Regarding claim 33,** Keung and Crockett do not teach of records with record type, directory ID, name and location information fields.

However, in the same field of endeavor, Roberts teaches of record with record type (col. 7, ll. 59-61, individual DML file based on user to process voice interactions), entries identified with customer name (col. 9, ll. 1-4), location (col. 8, ll. 10-12, searching

database entry with specific location information) and DML file (i.e. record) lists backend systems (col. 8, ll. 22-24; i.e. providing directory ID).

It would have been obvious for a person of ordinary skill in the art at the time the invention was made to modify Keung and Crockett to provide a record with all necessary information as taught by Roberts in order to locate the grammar generating data based on individual user to customize the user experience of the system.

### ***Conclusion***

5. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than **SIX MONTHS** from the date of this final action.

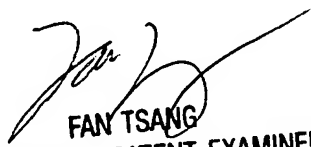
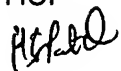
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Hemant Patel whose telephone number is 571-272-8620. The examiner can normally be reached on 8:00 AM - 5:00 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan Tsang can be reached on 571-272-7547. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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